

**EMPLOYER CUSTOMER INQUIRY
PERFORMANCE MEASURES SUMMARY
2st Quarter 2010-11**

STRATEGIC GOAL

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

Measure	Target	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
% of respondents satisfied with phone agent service.	95%	●	●		

STRATEGIC GOAL

VI. Administer pension benefit services in a customer oriented and cost effective manner.

Measure	Target	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
% of telephone calls closed at initial point of contact.	90%	●	●		
The length of time the customer waits for an agent after leaving the IVR and entering the queue.	<2 Minutes	▼	●		
% of telephone calls offered that are answered.	98%	▼	●		